

POSITION DESCRIPTION

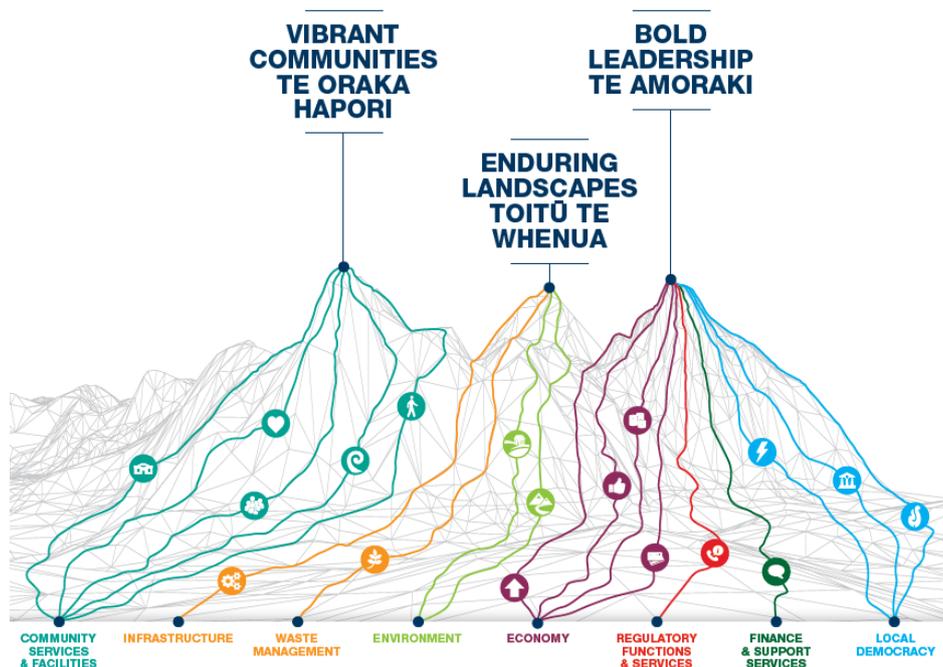
Position:	Customer Services Advisor – Fixed Term
Division:	Corporate Services
Location:	Queenstown
Reports to:	Customer Services Manager
Date:	January 2019

BACKGROUND

Queenstown Lakes is a unique district with population and economic growth, coupled with an international reputation as a tourist destination that is unmatched. It has a relatively small number of residents (approximately 38,000 in 2018) but experiences 2 million + visitors every year.

The Queenstown Lakes District Council has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It is also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities..

The 2018-2028 Ten Year Plan aspires to create momentum in a range of areas through a focus on three peaks - enduring landscapes, bold leadership and strong and diverse communities. The 2018/2019 Annual Plan provides for a total of 380+ council staff.



VISION, MISSION AND VALUES

We're proud to be QLDC, and our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Customer Services Advisor role provides timely and effective services to the QLDC ratepayers and other stakeholders. They are accountable to the Customer Services Manager for the provision of customer service advice and service delivery that supports the achievement of the Council's strategic outcomes, business goals and objectives.

KEY TASKS

Customer Service

- Establish ongoing dialogues with internal customers ensuring delivery satisfaction and value-added service.
- Cultivate a professional and positive image for QLDC.
- Ensure Council offices are open and fully operational between the hours of 8.00am and 5.00pm
- Ensure enquiry resolution at first point of contact whenever possible
- Inputting into our Request for Service (RFS) system complaints from public relating to our infrastructure faults for our contractors to manage
- Investigate and resolve customer complaints
- Identify and suggest process and procedure improvements
- Ensure that information is provided in compliance with relevant legislation
- Ensure resolution of any conflict situations
- Feedback to appropriate managers where and when necessary (i.e. stats)
- Dealing with public and internal staff via counter, email and phone
- Inputting of payments and completing bankings daily
- Responding to correspondence and forwarding to the appropriate contractors
- Responsible for booking of council resources e.g. vehicles, equipment as below, meeting rooms
- Provide support to managers and staff with equipment set-up e.g.
 - Video Conference Unit
 - Telephone Conference Unit
 - Smartboard
 - Data Projector

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS

Internal:

- Customer Services Manager
- QLDC staff

External:

- Ratepayers and residents
- Consultants, contractors and suppliers.
- Other key stakeholders

ACCOUNTABILITIES AND DELEGATIONS

No financial delegations.

No staff management responsibility.

PERSON SPECIFICATION

- Proven experience in a customer service and/or administration role.
- A relevant tertiary qualification is highly desirable.
- Demonstrated experience in a range of desktop applications including Microsoft Office.
- Demonstrated planning and organisational skills with an excellent eye for detail. Ability to effectively multitask.
- Proven ability to establish and maintain effective relationships with customers and gain their trust and respect.
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines.
- Demonstrated experience in process/system improvement.
- Experience in effectively managing supplier contracts.
- Well developed communication skills, both written and verbal.
- Excellent interpersonal skills. Relates well to all kinds of people.
- Conveys a professional and positive image, with a courteous and efficient manner.
- Highly motivated, achievement-oriented and innovative professional

COMPETENCIES

Integrity and trust are core competencies for all employees of QLDC.

Competencies specific to the role:

<i>Customer focus</i>	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect while being helpful, responsive and respectful at all times.
<i>Informing</i>	Provides the information people need to know to do their jobs; Provides individuals with information so that they can make accurate decisions and give appropriate advice to others; is timely with information
<i>Organising</i>	Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges files and information in a useful manner.
<i>Drive for results</i>	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<i>Teamworking</i>	Works well with a wide variety of people, building constructive professional relationships, ensuring clear communication, and acting in support of the organisation and colleagues.